

Guide for Users Requesting Help

 Find some help

 Volunteer to help

 Tell us about your service

Important info.

Your first step to volunteering is to create an account. To do so, click on the 'Volunteer to help' button on our homepage.

Simply fill in the form to create an account. Any box marked with a * means this information is mandatory, so please make sure to fill in all required fields.

Please confirm you are at least 18 years old by ticking the box. Please read through the golden rules and then click on the green button at the bottom of the form to complete the sign-up process.

If any of the details are 'invalid' or require further information, a red box will display – you will need to amend the highlighted field(s) to make it valid.

A verification link will be sent to the email address you signed up with. Go to the email. After clicking 'Verify Email Address' you will be taken to your account.

This dashboard will display every time you sign into your account.

Let's go through your options (the green boxes on your dashboard):

Appeal for help

This section allows you to send a request for support from volunteers in your area.

Fill in the request form with details of the help you need.

In the 'Type of help required' field, you will see a dropdown menu. If the help you need is not covered by these options, please do not worry, as you can provide further details of your request in the short description.

If there is a specific date you require help for, click on 'Date help required for'. A calendar will display, and you can select the relevant date.

Click on the green box 'I have read the golden safety rules & want to create a request' to submit your request.

Your request has now been created and will be processed by a Local Administrator as soon as possible.

Your requests

This area allows you to view any requests you have made.

If you need to edit any request details, simply go to the request and click on the pink box 'Edit request'.

Remember to save the changes by clicking on the green button 'Update'.

Your profile

You can update your profile details at any time. Make any needed changes in the relevant fields and then click the green 'Update' button at the bottom of the page.

Volunteer to help

If you are interested in volunteering to help, fill in the form and click on 'Sign up to Volunteer'.

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Golden rules

We are eager to keep all our users safe, so please do read through our golden rules. They will be updated with advice received from relevant authorities as we receive it, so from time to time we advise our users to check for any updates.

Get in touch

Finally, we are here for you if you have any difficulties regarding the functionality of our website. Do you have a question? Please fill in the contact form with your message. We aim to reply to your enquiry as soon as is practical bearing in mind, all our staff are volunteers.